

**TOWN OF FLOWER
MOUND**

2121 Cross Timbers Road
Flower Mound, TX 75028

**It's Your Call!
972.539.SERV**



FAQs

It's Your Call Program

- ◆ Don't know which Town department to call? Call 972.539.SERV (7368) to submit municipal service and facility repair requests, report code violations, identify community beautification issues, or obtain information about Town of Flower Mound services. Customer Relations can also answer questions about trash and recycling services.

Street Repairs

- ◆ Please contact Public Works at 972.874.6400

Street Parking Questions or Violations

- ◆ Please contact the Police on the non-emergency police line at 972.539.0525

Street Light Repair/Issues

- ◆ Street lights are repaired by the company that provides power to your area. You may contact your power company to request repair at the numbers below. Customer Relations would also be glad to take your request at 972.539.SERV (7368). You can also make an online request at <http://www.flower-mound.com/FormCenter/539SERV-5/Street-Light-Repair-Request-50>
- ◆ CoServ: 800.566.2314
- ◆ OnCor Electric Delivery: 888.313.6862

Barking Dogs

- ◆ Animal Services provides 24-hour response to animal-related calls including: barking dogs, animal bites, dangerous or wild animal encounters and injured animals in the roadway. Monday through Friday from 9 a.m. to 5 p.m. call 972.874.6390. If afterhours, report your concerns to the non-emergency Police line, 972.539.0525. NOTE: All reports of ordinance violations are anonymous and the reporting person's information is not given out.

Questions about Trash or Recycling Services

- ◆ See the "Residents" tab at the Town website for useful information on trash removal options (including landfill access), recycling, household hazardous waste, and how to properly dispose of bulk waste.

What is the Town Sidewalk Repair and Replacement Program?

- ◆ The Town's Sidewalk Repair and Replacement Program allows homeowners a 12-month period to reimburse the Town for the costs associated with repairing or replacing defective sidewalks. Although entirely voluntary, participation can significantly reduce the cost of repair or replacement for many residents. If you are interested in participating in the Town's Sidewalk Repair and Replacement Program, contact Public Works. NOTE: If one prefers to use a private contractor to repair or replace a sidewalk, a permit will be required from Building Inspections and the work must meet Town design standards. HOAs are eligible to participate; however, HOAs must prepay in full before work begins.